



MG MOTOR EUROPE ROADSIDE ASSISTANCE

Terms and Conditions

The breakdown services available through MG Assistance are provided under the terms and conditions detailed within this document.

MG Assistance is only available in connection with the MG vehicle to which it relates.

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2. TERMS AND CONDITIONS

These terms and conditions are valid for the vehicle purchased by you and has met the requirements of the MG Assistance programme. This booklet sets out the terms of MG Assistance. Cover is provided by ARC Europe through its European network.

3. TELEPHONE NUMBERS

In case of needs, simply dial the toll-free number associated to the country of registration of your vehicle.

Country	Telephone Number
Austria	+43 (0) 1 798 1010
Belgium	+32 2 286 3639
Denmark	+45 7010 9060
France	+33 4 81 92 36 34
Germany	+49 89 7676 1719
Iceland	+354 5 112 112
Italy	+39 02 66165007
Luxembourg	+352 25 36 36 403
Netherlands	+31 592 390 094
Norway	+47 2222 2715
Portugal	+351 21 093 39 55
Spain	+34 917 226 707

4. INTRODUCTION

MG Roadside Assistance provides cover for the Eligible Vehicle regardless of who is driving, provided the vehicle is within the specified limits. (Please see *Vehicle* definition for the restrictions).

MG Roadside Assistance runs from date of first registration for a period of 12 months.

The coverage can be extended up to 7 years, renewed 12 months per time after the last maintenance carried out by a MG official workshop, within the MG Service Interval Plan period, as described in the MG Service Portfolio. The extension of the program is free of charge.

4.1 DEMANDS AND NEEDS

MG Roadside Assistance is designed to meet the needs of an MG vehicle, regardless of who is driving, requiring assistance in the event of a breakdown; whether at or away from home, in Europe (see schedule 2 – Area of Coverage); and recovery to a local repairer or recovery to a single destination of choice; or, if a prompt local repair cannot be arranged, car hire or hotel accommodation or public transport costs to continue **the driver's journey**.

5. DEFINITIONS

- *Area of Coverage*: Means the geographical area in which Beneficiaries are entitled to obtain the Services under this Terms and Condition document.
- *Beneficiary*: Means any natural person or legal entity who is entitled to receive the Services.
- *Breakdown*: Means a failure of the Vehicle, either mechanical or electrical, which leads to the immobilisation of the Vehicle or rendering it unsafe or illegal to drive.
- *Business Days*: Means Monday to Friday.
- *Business Hours*: Means the period from 9.00 am to 5.00 pm CET on any Business Day.
- *CET*: Means Central European Time.
- *Driver*: Means the person driving the Vehicle, at the moment of the Incident.
- *Eligibility Period*: Means for each Client Vehicle included in the Eligible Vehicle List the period when said Client Vehicle is eligible to receive the Services.
- *Eligible Vehicles*: Means the Vehicles during their respective Eligibility Periods.
- *Effective Date*: Means 01-01-2021.



- *Financial Loss*: Means a pecuniary loss consequential to a damage.
- *Help on the Phone*: Means the on-the-phone delivery of instructions to the Beneficiary by a call centre agent to allow a safe continuation of the journey, without dispatch of roadside assistance.
- *Incident*: Means an event leading to a request for the Services.
- *Information Call*: Means the provision of general information (contents of the assistance programme, dealer network, etc.) to the Beneficiary over the phone (no service deployment).
- *Market*: Means the market for the sale and/or provision of (any of) the Services in a geographical area.
- *Off-road Recovery*: Means any act of moving back onto the road a motor vehicle that has (been) moved off-road, in case said Vehicle cannot be moved back onto the road by means of only the energy provided by its own engine.
- *(Partial) Theft*: Means the unauthorised use or misappropriation of the Vehicle or of any parts of the Vehicle leading to immediate immobilisation of the Vehicle or rendering it unsafe or illegal to drive.
- *Person*: Means a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- *Personal Data*: Means any information relating to an identified or identifiable natural person (the Data Subject).
- *Schedule*: Means any of the documents annexed to this Terms and Conditions document.
- *Self-Inflicted*: Failure of the Vehicle caused by the Driver leading to immediate immobilisation of the Vehicle or rendering it unsafe or illegal to drive. Accidents are not considered as Self-Inflicted Incidents.
- *Services*: Means the services described in chapter 6.

- *Theft Attempt*: Means the failed attempt at theft leading to immediate immobilisation of the Vehicle or rendering it unsafe or illegal to drive.
- *Towage Services*: Means the transfer of a Vehicle, which, as a consequence of a malfunction or damage, is no longer self-propelled or unsafe to drive, from and to specific locations.
- *Trailer*: Means any non-self-propelled Vehicle on wheels, which is designed and constructed to be towed or pulled by a Vehicle.
- *Vandalism*: Means a deliberate act of malicious damage caused to the Vehicle by a third party resulting either in physical immobilisation of the Vehicle or in rendering the Vehicle unsafe or illegal to drive.
- *Vehicle*: Means any legally roadworthy motor vehicle sold or operated by Beneficiaries in the Market that:
 - a) has no more than 9 passenger seats; or
 - b) is no longer than 6,5 metres; or
 - c) does not weigh more than 3,500 kg, has a max. width of 2.55 metres and a max. height of 3.2 metres.
- **Vehicle Identification Number" (VIN)**: Means the vehicle identification number of a Vehicle, as:
 - a) indicated on the license plate registration documentation pertaining to the Vehicle; and
 - b) **attached to or embossed onto the Vehicle's** chassis.
- *365-366/24/7 Service*: Means service available 365 or 366 days per year, 24 hours per day, 7 days per week.

6. ROADSIDE ASSISTANCE SERVICE

6.1 COVERED EVENTS

Provided by ARC Europe and its European Network (see Schedule 3 – ARC Europe Network), the service starts when an eligible MG vehicle is immobilized due to:



- Technical breakdown
- Mechanical breakdown

Following a breakdown of the Eligible Vehicle, ARC Europe will seek to affect a roadside repair if, in the reasonable opinion of the patrol or appointed Agent, this can be achieved within a reasonable time.

If a patrol or appointed Agent cannot fix the Eligible Vehicle within a reasonable time, it will be taken to the nearest MG Service Partner.

It is then the Authorised Driver's responsibility to instruct the repairer to make any repairs required. Any contract for repair will be between the Authorised Driver and the repairer, **and it is the Authorised Driver's responsibility to pay** them, when not covered by the MG warranty. ARC Europe does not guarantee that any recovery to an appropriate MG Service Partner will be within the opening hours of the repairer or that the repairer will be immediately available to undertake any required repair.

Once the Eligible Vehicle is moved or a temporary repair carried out in situ, the cost of any subsequent repairs is not covered by MG Roadside Assistance. Please check the vehicle warranty for details of repairs covered under the warranty.

6.2 EXCLUDED / NOT COVERED EVENTS

MG Motor Europe asks ARC Europe and its associated platforms neither to organise nor to provide any assistance services in the following situations:

- Road traffic accident where the vehicle is immobilised
- Attempted theft where the vehicle is immobilised
- Vandalism where the vehicle is immobilised
- Theft (the vehicle is stolen)
- Fire
- Self-inflicted damages
- Vehicles driven to the SAIC Authorized Service Points are not entitled for assistance services.
- Roadside Assistance does not cover any additional transport or other costs that the Authorised Driver might incur, whether as a result of the Eligible Vehicle being towed or otherwise. ARC Europe cannot accept any costs for passengers who do not accompany the Eligible Vehicle while it is being recovered.
- Assistance following a breakdown or accident attended by the police, the Highways Agency or other emergency service, until the services concerned have authorised

the Eligible Vehicle's removal. If the police or emergency service concerned insist on immediate recovery by a third party, the cost of this must be met by the Authorised Driver.

- A second or subsequent recovery after the Eligible Vehicle has been recovered.
- Matters excluded under General Terms of MG Roadside Assistance.

For the detailed list of items coverage and exclusion, see Schedule 4 – **Items' coverage**.

6.3 DESCRIPTION OF SERVICES

ARC Europe shall provide the Roadside Assistance and related services (Help on the phone, towing, repair on spot, transfer, courtesy car, accommodation, repatriation...).

Service coverage and limitations:

Additional Benefits <i>The services described (A,D) (E,F) hereunder shall not be combined</i>	
REPLACEMENT VEICHLE (A)	Diagnosis or repair not possible within 4 hours Replacement vehicle for maximum of 7 calendar day(s) Domestic incidents: delivery / drop off - covered up to cost of benefit "Taxi" International drop off: up to max: 1000 EUR (incl. VAT)
HOTEL (B)	Immobilization > 50km away from home Diagnosis or repair not possible within 1 calendar day(s) Hotel accommodation for 3 nights up to max 3*/category (including breakfast).
TAXI (C)	Where necessary taxi costs for collecting and returning the replacement car or taxi costs for one journey to the nearest train station/airport/hotel are covered to the amount of 80 EUR (incl. VAT).
TRAVEL (D)	Immobilization > 50km away from home Diagnosis or repair not possible within 4 hours Train ticket (up to 400 EUR incl. VAT) or air ticket (economy class) if the journey >6 hours Amount allowed 400 EUR (incl. VAT) per person and per incident.
TRANSPORT / COLLECTION OF REPAIRED VEHICLE (E)	Once repaired, the beneficiary only will be offered: Distance >50km away from home:



		Train ticket (first class) OR Air ticket, if journey exceeds 6 hours (economy class)
TRANSPORT UNREPAIRED (F)	OF VEHICLE	The assistance supplier will arrange the repatriation of the car and the cost hereof can be up to a maximum amount of 1.500 EUR (incl. VAT). The repatriation will include the car, the assistance supplier shall however not be responsible for handling the load e.g. machinery, animals, fresh produce, trailers, etc.

SCHEDULE 1 – MARKETS

The following Markets are active from the Effective Date:

- Austria
- Belgium
- Denmark
- France
- Germany
- Iceland
- Italy
- Luxembourg
- Netherlands
- Norway
- Spain

SCHEDULE 2 – AREA OF COVERAGE

The Area of Coverage is:

- Austria
- Albania
- Belgium
- Bulgaria
- Czech Republic
- Denmark (excluding Greenland)
- Germany
- Estonia
- Finland
- France (excluding tom and com - *Collectivités d'Outre Mer*)
- Greece
- Hungary
- Iceland
- Ireland
- Italy (including San Marino and Vatican City)
- Croatia
- Latvia
- Liechtenstein

- Lithuania
- Luxemburg
- Netherlands (excluding the Dutch Caribbean)
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Switzerland
- Sweden
- United Kingdom (including Isle of Man, Jersey and Guernsey).

SCHEDULE 3 – ARC EUROPE NETWORK

Country	Abbreviation	Full name of Service Provider
Austria	Assist	ASSIST Nofallservice GmbH
Belgium	TCB	TCB: Touring Club Belgique ASBL/VZW
Denmark	FDM VEJHJÆLP	Forenede Danske Motorejere, FDM
France	ACTA	ACTA SAS
Germany	ADAC	ADAC Service GmbH
Iceland	FIB	Icelandic Automobile Association
Italy	ACI Global	ACI Global Servizi S.p.A.
Luxembourg	ACL	ACL Services S.A.

Netherlands	ANWB	ANWB B.V.
Norway	SOS Veihjelp	SOS VEIHJELP AS
Spain	RACE	RACE Asistencia S.A.

SCHEDULE 4 – ITEMS` COVERAGE

ITEM	COVERED	NOT COVERED	COMMENTS
BATTERY			
Flat Battery	X		Only 12V Battery. HV battery: covered only quality related issues
HV Battery (other than self-inflicted)	X		
HV Battery (self-inflicted incidents)		X	

ITEM	COVERED	NOT COVERED	COMMENTS
FUEL			
Frozen fuel		X	
Polluted fuel		X	
Run out of Fuel (ICE and EV)		X	
Wrong Fuel		X	

ITEM	COVERED	NOT COVERED	COMMENTS
GREY AREAS			
Air conditioning	X		
Alarm	X		
Alarms / immobilisers (vehicle not drivable)	X		
Boot does not close	X		
Brake fluid	X		
Broken front or rear windscreen (other than vandalism)		X	Covered in case of leaking, air between the glass layers or broken



Recharge yourself

			heating system. Not covered in case of cracks.
Broken front or rear windscreen (other than vandalism) in case of extreme weather or safety conditions		X	Covered in case of leaking, air between the glass layers or broken heating system. Not covered in case of cracks.
Broken panoramic or roof window (other than vandalism)		X	Covered in case of leaking. Not covered in case of cracks.
Broken side windows (other than vandalism)		X	Covered in case of leaking or broken movement. Not covered in case of cracks.
Convertible roof does not close (vehicle not drivable)	X		
Door does not close	X		
Driver's seat position stuck - steering wheel not reachable	X		
Electrical components (e.g. radio, lights) cannot be switched off outside workshop's opening hours	X		
Immobiliser (vehicle not drivable)	X		
Instruments do not work (e.g. speedometer)		X	
Instruments do not work (if legally required) e.g. speedometer	X		Only the instruments related to safety
Locked gearbox	X		
LPG gas installation		X	
Marten bite		X	
No snow chains (road conditions prevent continuation of journey)		X	
Problems with products (AdBlue, Cooling fluid, ...)	X		Only in case of leaking
Problems with products (oil, ...)	X		Only in case of leaking
Servo steering oil	X		Only in case of leaking
Side window open	X		
Side window open in case of extreme weather	X		
Snow chains broken (road conditions prevent continuation of journey)		X	
Stuck in snow or mud on a public road (not off road)		X	
Ventilation / heating system (vehicle unsafe to drive)	X		
Water ingress	X		

ITEM	COVERED	NOT COVERED	COMMENTS
KEYS			
Broken Key	X		



Recharge yourself

Electronic Key Card (other than self-inflicted)	X		
Electronic Key-card (self-inflicted incidents)		X	
Key broken in ignition lock		X	
Key cannot be inserted in ignition lock		X	
Keys does not turn in ignition lock		X	
Keys locked in car		X	
Lost Key/key card		X	
Stolen Keys/key cards		X	
Broken Key	X		

ITEM	COVERED	NOT COVERED	COMMENTS
LOCK			
Lock blocked	X		
Lock blocked (vehicle drivable)	X		
Lock not working (vehicle not drivable)	X		
Lock remote control not working	X		
Lock remote control not working (vehicle drivable)		X	
Wrong key in lock		X	

ITEM	COVERED	NOT COVERED	COMMENTS
SAFETY RELATED ELEMENTS			
Airbag unfolded	X		
Dashboard failure (total or partial)	X		
Direction indicators	X		
Engine loss of power	X		
Engine loss of power (vehicle drivable)		X	
Lamp (any) out of order and vehicle unsafe to drive		X	
Legally required lamps (out of order)		X	
Power steering failure	X		
Safety belt of driver only	X		
Safety belts	X		
Side mirror(s) (other than self-inflicted)	X		Only if the mirror cannot be adjusted, causing a potential safety problem
Side mirror(s) (self-inflicted)		X	



Recharge yourself

Unfolded airbag signal	X		
Windscreen wipers	X		Only if the mechanism is not working. Not covered the replacement of the wipers
Windscreen wipers (vehicle unsafe to drive due to weather conditions)	X		Only if the mechanism is not working. Not covered the replacement of the wipers

ITEM	COVERED	NOT COVERED	COMMENTS
TYRE			
multiple flat tyre		X	
Single flat tyre after accident with additional damage to rim/axle (e.g. after hitting a curb)		X	
Single flat tyre with spare wheel		X	
Single flat tyre with spare wheel with air spray		X	
Single flat tyre without spare wheel		X	
single flat tyre without spare wheel with air spray		X	
Single flat tyre without spare wheel without air spray		X	
Spare wheel winch		X	

ITEM	COVERED	NOT COVERED	COMMENTS
VANDALISM			
Attempted theft with broken dashboard		X	
Attempted theft with broken locks		X	
Attempted theft with broken window(s)		X	
Broken lights		X	
Broken panoramic or roof window		X	
Broken rear windscreen		X	
Broken side windows		X	
Broken windscreen		X	
Broken windscreen wipers		X	
Broken, stolen side mirror(s)		X	
Direction indicators		X	
Lacerated tyres		X	
Legally required lamps (out of order)		X	
Number plate stolen		X	
Safety belt of driver only		X	
Safety belts		X	
Stolen wheels		X	



stolen windscreen wipers		X	
Vehicle parts (stolen, vandalised)		X	

ITEM	COVERED	NOT COVERED	COMMENTS
CHARGE STATION (EV)			
Charge Card (RFID)		X	
Charge Station (EV)		X	
Charging Cable	X		If the cable is defective, covered. If the cable is damaged due to misuse, not covered